

Minutes
May 19, 2004
Conference Call

Attending were: Tim Neyhart, Linda Daughters, Vikki Day, Kristi Heumiller, Lisa Lunstra, Brooke Lusk, Dawn Olivier. Anne Rieck-McFarland

- 15 minutes for each survey
- general discussion
- HSRI report

Child/Family

- Look over survey, make notes and have f/u call
- Notes on report

Adult/Family

- Each by selves then discussed
- In general, lacking more in choice and control- under an acceptable percent
- In general, pleased with information and planning – needing assistance-responsiveness
- Interpreters also an issue even though only one family
- DD in support, people not an issue
- Day employment, good response but lower than other states
- Lowest score was in choice and control
- Community inclusion – staff not involved in this
- Would family live at home without support
- Is your family member happy – SD up in percentage but lower than national average
- Navigator to help other families through system
- Is there someone to do this for birth – to – three – not necessarily someone to do f/u to see if services were received
- Don't really have cm person
- Is there someone that we can model after

Family Support

- Number of families that don't access this program or feel they have needs to warrant accessing
- Who they can get help from or approach
- Family support for adult system
- Very positive except some negativity in school district
- Lack of recreation/social activities with peers instead of family
- Respite care for adults

- Didn't know a dollar amount for family member

Consumer Outcomes

- Service coordinator above average but there are a lot of people left without services
- ATC's – stronger outcomes but without ATC involved then quality of life
- Community consumers but are they really part of the community
- Wish it was broke down by where they live
- Where we were above other states
- Who or how defines legally competent
- Shopping and errands are not community inclusion
- 40% don't have a choice where they live and if given options, not many options.
- A lot of good things going on and continue on that.
- Use council
- Loneliness 43% and national %50 and up
- If get community connections this would take care of a lot of these areas
- Rural versus urban geography
- This survey is 13% N/A versus 6% for other surveys
- Look at delivery system as a whole or were questions appropriate for population served

Family/Guardian

- Information/Planning – SD does well
- Access to a service coordinator, access to alternate supports
- Interpreters
- People almost always felt environment was safe
- Not choosing services that don't necessarily want the responsibility
- Choice on how dollars were spent
- Upward response to access but down for actually accessing
- Overall satisfaction
- Trends consistent with council
- Community involvement
- Choice and control – experience, expectations, education
- People might not know so they say it is fine – if had more info may mind
- N/A population down in this survey
- Some concerns for residential services – waiting lists, not enough money for modifications
- Access – change in support workers – low staff money
- More employment options
- Continue academic opportunities

- Staff turnover – work on getting wages up – positive images as a career option for people
- As people understand and embrace the council
- Why a lot of states are having the same issues
- More than information and referral – call this number, but ask these questions when you do
- Support people to have a place of their own – privacy issues